

Patent Claims:

1. A method of providing support to a mobile communications unit comprising the steps of

- generating a support request at said mobile unit,
- sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
- receiving said support message at said remote support location,

characterized in that said method further comprises the steps of

- generating support information enabling solving of said one or more problems at least partially, and
- providing said support information at said mobile unit.

2. A method according to claim 1, c h a r a c t e -
r i z e d in that said support request is generated on
the basis of one or more of the following

- a user action,
- a message received from said remote support location,
- any internal event like a timer event, an error event, etc., or
- a status check performed at a regular time interval.

3. A method according to claims 1 - 2, c h a r a c t e -
r i z e d in that said support information is provided
to the mobile unit by sending a message containing update
and/or support information enabling the mobile unit to

perform an automatic update of the settings thereby correcting said one or more problems.

4. A method according to claims 1 - 3, c h a r a c t e -
5 r i z e d in that said support information is comprised
in an SMS message.

5. A method according to claims 1 - 4, c h a r a c t e -
r i z e d in that said support information comprises
10 information regarding/representing one or more of the
following

- one or more unit settings/parameters,
- unit identification,
- status of said mobile unit,
- 15 • an internal state of said mobile unit,
- at least one error code,
- at least one version number of software, hardware,
firmware, etc. in said mobile communications unit,
- which hardware/physical/functional units/modules
20 that are or have been connected with said mobile
unit, or
- other relevant information.

6. A method according to claims 1 - 5, c h a r a c t e -
25 r i z e d in that said mobile unit is a mobile phone.

7. An method according to claims 1 - 6, c h a r a c t e -
r i z e d in that said sending of said support message
to said remote support location is based on contact
30 information relating to a phone number or an IP address,
and that said contact information is one or more of the
following

- stored in the mobile unit,
- stored on a SIM card,

09675995-060801

Sub
A1

- entered by a user, or
- a part of said message received from said remote support location.

5 8. A system for providing support to a mobile communications unit comprising

- means (403) for generating a support request at said mobile unit,
- first communications means (404) for sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
- second communications means (405) for receiving said support message at said remote support location,

10 15 c h a r a c t e r i z e d in that said system further comprises

- means (406) for generating support information enabling solving of said one or more problems at least partially, and
- 20 • providing said support information at said mobile unit via said second communications means (405).

25 9. A system according to claim 8, c h a r a c t e - r i z e d in that said support request is generated on the basis of one or more of the following

- a user action,
- a message received from said remote support location,
- any internal event like a timer event, an error event, etc., or
- 30 • a status check performed at a regular time interval.

10. A system according to claims 8 - 9, c h a r a c t e - r i z e d in that said support information is provided

SCUB
A1

09075996-060801

to the mobile unit by sending a message containing update and/or support information via second communications means (405) enabling the mobile unit to perform an automatic update of the settings, thereby correcting said one or more problems.

11. A system according to claims 8 - 10, c h a r a c -
t e r i z e d in that said support information is
comprised in an SMS message.

12. A system according to claims 8 - 11, c h a r a c -
t e r i z e d in that said support information comprises
information regarding/representing one or more of the
following

- 15 • one or more unit settings/parameters,
 • unit identification,
 • status of said mobile unit,
 • an internal state of said mobile unit,
 • at least one error code,
 20 • at least one version number of software, hardware,
 firmware, etc. in said mobile communications unit,
 • which hardware/physical/functional units/modules
 that are or have been connected to said mobile unit,
 or
 25 • other relevant information.

13. A system according to claims 8 - 12, c h a r a c -
t e r i z e d in that said mobile unit is a mobile
phone.

14. A system according to claims 8 - 13, c h a r a c -
t e r i z e d in that said sending of said support
message to said remote support location via said first
communication means (404) is based on contact information

relating to a phone number or an IP address , and that said contact information is one or more of the following

- stored in the mobile unit,
- stored on a SIM card,
- entered by a user, or
- a part of said message received from said remote support location.

543
A1

5

09875996-060801

ADD
A1